EVENT NOTIFICATION

To: Qwest Wholesale Customers

From: Qwest IT Wholesale Systems Help Desk

Date: 04/04/03

Subject: System Event Notification

☐ Initial   ☒ Update   ☐ Closure

This Event Notification is sent to advise you that Qwest had experienced trouble with the below system:

PCRM Ticket Number: 6193072

ISC Ticket Number:

Ticket Severity: 3

Event Onset

Time: 2:00 MTN

☐ AM ☒ PM

Date: 04/02/03

Description of Trouble: Long duration calls on the DUF records may not contain correct information in some fields. The DUF field of Message Date for B and C records may contain the current date instead of original call date. The Connect Time field for B and C records may contain zero or 259999 instead of original call time. The Indicator Twelve field (Long Duration call indicator) may contain zero for A, B and C records instead of 4 for A records, 5 for B records and 6 for C records.

Business Impact: CLECs may receive DUF records with incorrect field data.

Qwest Proposed Work Around: None required.

System/Application:

IMA-GUI	☐
IMA-EDI	☐
TELIS/EXACT	☐
E-Commerce Gateway	☐
CEMR	☐
Resale Product Database	☐
MEDIACC	☐
Other: CRIS	☒

Client Region:

Eastern	☐
Central	☐
Western	☐
All Regions	☒

Estimated resolution Time: xx:xx   MTN   ☐ AM ☐ PM   Date:

Event Closure   Resolution:

Time: XX:XX MTN

☐ AM ☐ PM

Date:

☐ System Event Notification has been closed.

Escalation:

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.